

**STATE OF MONTANA JOB VACANCY**  
**AN EQUAL OPPORTUNITY EMPLOYER**  
DEPARTMENT OF REVENUE  
"External Recruitment / Union"

**Position Title:** Processing Technician  
**Position Number:** 58106298  
**Division:** Information Technology & Processing  
**Bureau:** Processing and Retention Operations  
**Grade/Salary:** 8/\$8.71 - \$10.51 /hr DOQ  
**Type of Employment:** Permanent/Full-time  
**Location:** Helena  
**Union:** Yes  
**Supplement:** No  
**Hiring Supervisor:** Mark Sullivan  
**Closing Date:** October 4, 2006

**Role Summary and Duties:** The units within Processing and Retention Operations (PRO) Bureau are responsible for processing more than 26 different tax types administered by the department as well as contracted services with other agencies. Work ranges from researching, requesting, and inputting information related to licensing and/or registration; taxpayer account maintenance; processing taxpayer information including tax records, payments, and correspondence; mail handling; records management; researching and identifying the location of documents, payments, and refunds; to performing third-party quality review of task assignments from external and internal sources. Note: The primary focus of this position will be pre-registration and document batching and numbering.

**Duties:**

Pre-registration:

- Accurately maintain, update or add taxpayer account information (examples: name, address, customer and/or account attributes, profiles/locations, CRM notes, links, etc.) as submitted on paper documents or electronically filed tax returns via registration functions in GenTax for the large volume
- tax/account types (ex. IIIT, CLT)

Code, Batch & Number Documents:

- Perform tax document validation, batching, and numbering for *all* of the tax/account types processed by the department. Perform more detailed and specialized document validation, batching, and numbering for the large volume tax/account types (ex. IIT, CLT); may include some pre-registration functions.

Mail:

- Accurately process department incoming and outgoing mail by performing pick up and distribution of mail for the department; accurately sorting mail which may include specific post office boxes, tax type forms, payment forms and money along with other general department mail; distribute incoming mail to appropriate processing area; operate mail processing machinery; process certified mail. May include pick-up of department mail from USPS and delivery to appropriate work area.
- Process correspondence mail by researching account information on GenTax and routing to appropriate business expert utilizing knowledge of department business operations.

Payments:

- Accurately process payments (examples: coupon creations, coupon/payment validation, unsuspending of payments, etc.) for the large volume tax/account types (ex. IIIT, CLT, WTH) utilizing GenTax and/or SABHRS to assure proper posting to taxpayer accounts.

Other:

- Testing of new processing (examples: tax form changes, payment coupons) or system changes (example: system updates) as assigned.
- Train and advise staff, including temporary help on work unit specific task responsibilities as assigned.

**Competencies:** Demonstrated knowledge of data entry skills and word processing, spreadsheet, database, and software applications/programs relative to the role. Ability to provide timely and effective written, oral, and interpersonal communication. Knowledge of department business processes and ability to apply that knowledge effectively. General accounting knowledge. Demonstrated knowledge and ability of mail handling, remittance processing, imaging, and data management processing technology and associated equipment. Ability to work on multiple tasks. Demonstrated knowledge and ability in conflict resolution techniques relative to the role. Ability to proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion. Knowledge of registration requirements. Knowledge and ability to apply quality assurance/control methods and techniques.

**Education and Experience:** Competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and one or more years of general office/clerical experience and/or bookkeeping/accounting experience and/or experience inputting documents or information into computer software programs for development of taxpayer accounts. Other combinations of education and experience will be evaluated on an individual basis.

**Application Deadline:** All application materials must be received by 5:00 PM on the closing date. Application materials may be sent directly to:

Human Resources  
Department of Revenue  
PO Box 1712  
Helena, MT 59604

Applications submitted to a Job Service Office must be date stamped by the closing date. If you choose to fax your application, you will need to call to verify all pages are legible. **Late, unsigned or incomplete applications will not be considered.** This job announcement and the Montana State application form can be found on the Internet at <http://employmontana.com>. Phone: (406) 444-2972 / (406) 444-9831 Fax: (406) 444-6998.

**Accommodations:** The State of Montana makes reasonable accommodations for any known disability that may interfere with an applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For the state to consider any such accommodation, the applicant must make known any needed accommodation. (Telecommunications Device for the Deaf – TDD 406-444-2830)

**Application and Selection Process:** Possession of required competencies may be measured through an evaluation of some or all of the following: education and experience, the Montana state application form and application supplement, a structured oral interview, resume, performance test, written examination, and previous performance appraisals and/or reference checks. The applicants who appear to best meet the qualifications for this position may be selected for a structured interview. If applicants for this position do not meet the minimum qualifications, a training assignment may be considered.

Application materials required for this position are:

1. A completed State of Montana Application. State of Montana application forms are now available on the Internet at <http://employmontana.com>.
2. Applicants claiming the Veteran's or Handicapped Person's Employment Preference (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials by the closing date. The required documentation includes a DD-214 or PHHS Certification of Disability form.

Failure to submit completed application materials will result in the application being rejected. Late applications will also be rejected. Please note: unsolicited information/materials submitted as part of an application will not be passed on to the hiring authority.

**Union:** These positions are covered by a union contract, which requires the applicants be selected for this

position based on qualifications, ability and seniority. The successful applicant(s) will be required to join the bargaining unit and either pay dues or a representation fee.

**Additional Application and Selection Process:**

**Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.

Other eligibility requirements are compliance with all appropriate Montana tax laws. Specifically, your tax filings must be current and arrangements made to pay any outstanding tax liabilities before any offer of employment can be made.

**New Employee Probation Status:** For employees new to state government, final confirmation will be made following a six-month performance appraisal/probationary employment period.

**Immigration Reform Control Act.** In compliance with the immigration Reform Control Act, Public Law 99-603, the successful applicant will be required to provide documentation showing lawful authorization to work in the United States within three days of hire.

**Montana Compliance with Military Selective Service Act.** In accordance with the Montana Compliance with Military Selective Service Act, the person selected for state employment must produce documentation showing compliance with the Federal Military Selective Service Act. Examples of this documentation include a registration card issued by Selective Service, a letter from Selective Service showing a person was not required to register, or information showing by a preponderance of evidence that a person's failure to register with Selective Service was not done knowingly or willfully.